

VIRGINIA OFFICE OF EMERGENCY MEDICAL SERVICES STATE STRATEGIC AND OPERATIONAL PLAN



2016 – 2019

VIRGINIA OFFICE OF EMS STATE STRATEGIC AND OPERATIONAL PLAN
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INTRODUCTION

§32.1-111.3 of the Code of Virginia requires the development of a comprehensive, coordinated, statewide emergency medical services plan by the Virginia Office of EMS (OEMS) which shall incorporate, but not be limited to, the plans prepared by the regional emergency medical services councils. The Board of Health must review, update, and publish the plan triennially, making such revisions as may be necessary to improve the effectiveness and efficiency of the Commonwealth's emergency care system. The objectives of the plan shall include, but not be limited to the nineteen objectives outlined in §32.1-111.3.

Over the past few years, much attention has been paid to the development of the plan. Some of this is due to review reports, namely the Joint Legislative Audit and Review Commission (JLARC), and the Institute of Medicine (IOM) Report "EMS at the Crossroads". These recommendations made in these documents have assisted in driving the planning process forward.

As the Code of Virginia mandates, this plan must be reviewed, updated, and published triennially by the Board of Health. The Office of EMS appreciates the opportunity to present this document to the Board, and values any input that the Board provides, as well as the input of any other stakeholder, or interested party. Additionally, OEMS is prepared to report on the progress of the plan to the Board of Health or other interested parties upon request, and through the OEMS Annual Reports, and Service Area Plans as required by VDH, and the Code of Virginia.

This operational plan identifies the specific initiatives required of the OEMS staff in executing the 2016 – 2019 Strategic Plan. Each objective and action step is intended to accomplish those items most critical to the Strategic Plan in the given fiscal year. The Strategic Plan is designed to improve priority areas of performance and initiate new programs. Therefore, much of the routine, but important work of the OEMS staff is not included in the Operational Plan.

No later than three (3) months prior to the end of a particular fiscal year the OEMS staff will evaluate progress on the plan and begin the process of creating the Operational Plan for the next fiscal year.

In most cases "accountability" should be the name of a person, division, or entity that has the lead responsibility for the implementation of the objective or action step. The plan will be reviewed quarterly, and only those objectives and items relevant to the time frame will be a part of the review. Any changes in the objective or action steps should be noted in writing on the form at that time.

Definitions of acronyms included in the plan can be found on **page 18**.

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Virginia Office of Emergency Medical Services Mission Statement

To reduce death and disability resulting from sudden or serious injury and illness in the Commonwealth through planning and development of a comprehensive, coordinated statewide EMS system; and provision of other technical assistance and support to enable the EMS community to provide the highest quality emergency medical care possible to those in need.

Virginia Office of Emergency Medical Services Vision Statement

To establish a unified, comprehensive and effective EMS system for the Commonwealth of Virginia that provides for the health and safety of its citizens and visitors.

What is the Emergency Medical Services system in Virginia?

The Virginia Emergency Medical Services (EMS) system is very large and complex, involving a wide variety of EMS agencies and personnel, including volunteer and career providers functioning in volunteer rescue squads, municipal fire departments, commercial ambulance services, hospitals, and a number of other settings to enable the EMS community to provide the highest quality emergency medical care possible to those in need. Every person living in or traveling through the state is a potential recipient of emergency medical care.

The Virginia Department of Health, Office of Emergency Medical Service (OEMS) is responsible for development of an efficient and effective statewide EMS system. The EMS System in Virginia is designed to respond to any and all situations where emergency medical care is necessary. This is accomplished through a coordinated system of over 35,000 trained, prepared and certified providers, nearly 4,500 permitted EMS vehicles, and over 680 licensed EMS agencies, to provide ground and air emergency medical care to all citizens of the Commonwealth of Virginia.

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Appendix A – Planning Strategy Matrix

Strategic Initiative 1.1- Promote Collaborative Approaches			
Core Strategy 1: Develop Partnerships	Objectives	Accountability	Action Steps
	1.1.1 Use technology to provide accurate and timely communication within the Virginia EMS System	OEMS, Regional EMS Councils (RC)	1.1.1.1 Track and report on amount, and general content of material posted to OEMS and Regional EMS Council websites and social media on a monthly and quarterly basis.
	1.1.2 Promote collaborative activities between local government, EMS agencies, hospitals, and increase recruitment and retention of certified EMS providers.	OEMS, System stakeholders	1.1.2.1. Determine amount <u>Develop method to measure number of</u> new EMS providers recruited via recruitment and retention programs and activities. 1.1.2.2. Continue to schedule <u>“Keeping The Best!” programs.</u> <u>Revise “Keeping The Best!” programs for online access.</u> 1.1.2.3. Maintain informational items regarding benefits and incentives for local governments to provide to volunteer fire and EMS providers. 1.1.2.4. Educate and familiarize local government officials on the importance in taking a greater role in EMS planning and coordination.
	1.1.3 Provide a platform for clear, accurate, and concise information sharing and improved interagency communications between the Office of EMS, state agencies and EMS system stakeholders in Virginia.	OEMS, State Agencies (VDEM, OCP, VSP, VDFP), RC, System Stakeholders.	1.1.3.1. Encourage agencies and providers to visit OEMS web page regularly, subscribe to OEMS e-mail list, <u>and access OEMS social media sites.</u> 1.1.3.2. Encourage providers to utilize OEMS Provider Portal. <u>stakeholder use of OEMS Provider and Agency Portals.</u>
	1.1.4 Identify resources and/or opportunities to work collaboratively with other state agencies, organizations, and associations to improve processes and patient outcomes.	OEMS	1.1.4.1. Attend meetings of, and exchange knowledge with the National Association of State EMS Officials. 1.1.4.2. Encourage appropriate state agencies and organizations to participate in meetings and activities hosted or sponsored by OEMS. 1.1.4.3. Collaboration among Air Medical Services (AMS) entities to ensure systems enhancements.
	1.1.5 Promote data sharing projects which benefit internal and external projects	OEMS	1.1.5.1. Further data sharing efforts with the highway safety community. 1.1.5.2 Establish data use agreements with bordering states to share EMS data on a regional level utilizing the national EMS database. <u>Utilize the national EMS database to monitor national data trends.</u> 1.1.5.3 Provide a means for VDH bio-surveillance programs to utilize VPHIB data.

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Strategic Initiative 1.2 – Coordinate responses to emergencies both natural and man-made.			
Objectives		Accountability	Action Steps
Core Strategy 1: Develop Partnerships	1.2.1 Support, coordinate and maintain deployable emergency response resources.	OEMS, VDEM	1.2.1.1. Create recruiting and selection process for resource management team. 1.2.1.2 Work to recruit single resource components to the HMERT system <u>Work with partner agencies to develop mission ready packages and the process for implementation and use.</u>
	1.2.2 Increase knowledge of Emergency Operations capabilities with Emergency Managers, leaders, and supervisors on a local, regional, and state level.	OEMS	1.2.2.1. Continue to promote Emergency Operations resources, training courses, and abilities to localities across the Commonwealth.
	1.2.3 Assist EMS agencies to prepare and respond to natural and man-made emergencies <u>(including pandemic diseases)</u> by incorporating strategies to develop emergency response plans (the plan) that address the four phases of an emergency (preparedness, mitigation, response, and recovery) and to exercise the plan.	OEMS, VDEM	1.2.3.1. Create and promote planning templates aimed at EMS agencies, specifically related to COOP, Emergency Preparedness, and response concerns (MCI, Surge Planning, etc.)

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Strategic Initiative 2.1 - Sponsor EMS related research and education.			
	Objectives	Accountability	Action Steps
Core Strategy 2: Create Tools and Resources	2.1.1 Sponsor research and other projects that contribute to high quality EMS and improve patient outcomes utilizing data collected by the EMS Registries.	OEMS	<p>2.1.1.1. Revive “Trends in Trauma and Emergency Medicine” as a web based product</p> <ul style="list-style-type: none"> • Begin with Statewide summaries from VSTR and VPHIB for 2007 – 2011 by end of CY 2013 • Add Regional EMS Council level summaries by end of FY 2014 <p>2.1.1.2. Expand “Trends in Trauma and Emergency Medicine” to include</p> <ul style="list-style-type: none"> • Measures based on combined VSTR and VPHIB data to be available to the public by the November EMS Advisory Board meeting annual beginning in CY 2014. <p>2.1.1.3. Develop VSTR and VPHIB research data set to be available for entities upon request and that have obtained an institutional review board approval by the end of 2015.</p> <p><u>2.1.1.4 Participate in the EMS Compass Initiative to develop performance measures that are relevant to EMS agencies, regulators, and patients.</u></p>
	2.1.2 Determine quality of EMS service and conduct analysis of trauma triage effectiveness.	OEMS, Designated Trauma Centers, TSO & MC, RC	<p>2.1.2.1. Trauma Performance Improvement Committee and/or EMS staffs will provide quarterly reports to the regional trauma committees via their representative on the TSO&MC that identify over and under triage events due on the established schedule that OEMS staff submits its contribution to the EMS Quarterly Report to the EMS Advisory Board. The statewide version of this quarterly report shall be included in the quarterly report and posted on the OEMS Web site.</p> <p>2.1.2.2. Develop and implement OEMS component of VDH Data Warehouse (DW) by end of CY 2014</p> <ul style="list-style-type: none"> • Use DW to integrate VPHIB and VSTR data by the end of 2015. • Use DW to access and integrate VHI and Vital Statistics data OEMS databases. • Provide agency-wide access to EMS data to be used in other public health efforts. <p>2.1.2.3. Use the DW to support bio-surveillance projects being performed within the VDH.</p>
	2.1.3 Establish scholarships for EMS provider education and EMS specific research.	OEMS, FARC, Regional EMS Councils. Other EMS Stakeholders	<p>2.1.3.1. Establish scholarship program for EMS education.</p> <p>2.1.3.2. Establish funding program for EMS research.</p>

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Strategic Initiative 2.1 - Sponsor EMS related research and education. (Cont.)

<i>Objectives</i>	<i>Accountability</i>	<i>Action Steps</i>
2.1.3 Evaluate the impact of an aging workforce on service provision around the State.	OEMS, Workforce Development Committee (WDC), VAGEMSA, VAVRS	<p><u>2.1.3.1.</u> Assess demographic and profile characteristics of EMS Providers in Virginia through EMS Provider Portal.</p> <p><u>2.1.3.2.</u> Utilize EMS database to evaluate information related to impact of aging workforce on provision of EMS service.</p>

Strategic Initiative 2.2 - Supply quality education and certification of EMS personnel.

	<i>Objectives</i>	<i>Accountability</i>	<i>Action Steps</i>
Core Strategy 2: Create Tools and Resources	2.2.1 Ensure adequate, accessible, and quality EMS provider training and continuing education exists in Virginia.	OEMS, TCC, Regional EMS Councils	<p>2.2.1.1. Widely publicize the availability of and ensure adequate, accessible and quality EMS provider training and continuing education through course offerings held across the state.</p> <p>2.2.1.2. Review student disposition on a bi-annual basis, identifying areas of concern for TCC input and possible corrective action.</p> <p>2.2.1.3 Provide continued support for an annual multi-disciplinary EMS Symposium (i.e. Virginia EMS Symposium) as a primary statewide EMS system continuing education event.</p>
	2.2.2 Enhance competency based EMS training programs.	OEMS, TCC, MDC	<p>2.2.2.1. Compare and contrast traditional versus competency based programs.</p> <p>2.2.2.2 Identify and document aspects from competency based programs that directors feel enhance their programs as compared to the traditional approach.</p>
	2.2.3 Develop, implement and promote leadership and management standards for EMS agency leaders.	OEMS, Workforce Development Committee	<p>2.2.3.1. Develop EMS Officer standards based on duties of Attendant in Charge position, supervisor, and director.</p> <p>2.2.3.2. Test efficacy of standards through pilot program annually.</p> <p><u>2.2.3.3. Develop and/or review leadership criteria and qualifications for managing an EMS agency.</u></p> <p><u>2.2.3.4. Develop model job descriptions for EMS Officers.</u></p>
	2.2.4 Align all initial EMS education programs to that of other allied health professions to promote professionalism of EMS.	OEMS, TCC, MDC, Board of Health Professions	2.2.4.1. Proactively promote Advanced Level EMT Training (AEMT)

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Strategic Initiative 2.2 - Supply quality education and certification of EMS personnel. (Cont.)			
	Objectives	Accountability	Action Steps
Core Strategy 2	2.2.5 Increase the amount and quality of pediatric training and educational resources for EMS providers, emergency department staff in Virginia.	OEMS, EMSC Committee, VHHA	2.2.5.1. Purchase and distribute pediatric training equipment for EMS agencies. 2.2.5.2. Sponsor pediatric training related instructor courses. 2.2.5.3. Provide support for speakers and topics at the annual VA EMS Symposium. <u>2.2.5.4 Participate in the National Pediatric Readiness Project.</u>
	2.2.7. Assure an adequate amount and quality of geriatric training and educational resources for EMS providers, emergency department staff and primary care providers in Virginia.	OEMS, TCC, MDC	2.2.7.1. Sponsor geriatric training related instructor courses. 2.2.7.2. Provide support for speakers and topics at the annual VA EMS Symposium.
	2.2.8. Assure an adequate amount and quality of crisis/behavioral health training and educational resources for EMS providers.	OEMS, TCC, MDC, RC, Virginia Department of Behavioral Health and Developmental Services (VBHDS)	2.2.8.1 Coordinate and sponsor crisis/behavioral health courses for instructors and students throughout the Commonwealth. 2.2.8.2 Provide support for speakers and topics at the annual VA EMS Symposium.

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Strategic Initiative 3.1 - EMS Regulations, Protocols, Policies, and Standards			
	Objectives	Accountability	Action Steps
Core Strategy 3: Develop Infrastructure	3.1.1 Review and assess state and federal legislation related to the EMS system.	OEMS, Rules and Regulations Committee, Legislation and Planning Committee	3.1.1.1. Review legislation to determine impact of legislation on VA EMS system. 3.1.1.2. Gather legislative news and interest items from NASEMSO, and EMS Advocates.
	3.1.2 Establish standards for the utilization of Air Medical Services (AMS).	OEMS, State Medevac Committee, MDC	3.1.2.1. Development of AMS guidelines for proper resource utilization.
	3.1.2 Establish statewide Air/Ground Safety Standards.	OEMS, State Medevac Committee	3.1.2.1. Identify and adopt universal safety standards. 3.1.2.2. Maintain weather turn down system. 3.1.2.3. Establish standard safety protocols and training based on protocols. 3.1.2.4. Standardize air/ground safety standards. 3.1.2.5. Standardize LZ procedures. 3.1.2.6. Develop process for consistent use of air to air communication.
	3.1.3 Develop criteria for a voluntary Virginia Standards of Excellence Recognition Program for EMS Agencies.	OEMS, Workforce Development Committee	3.1.3.1. Approval of first stage of voluntary accreditation standards by state EMS Advisory Board. 3.1.3.2. Implement and market program to interested agencies. 3.1.3.3. Evaluate efficacy of program based on feedback of EMS agency officials and Technical Assistance Teams.
	3.1.4 Maintain and enhance the Trauma Center designation process.	OEMS, TSO & MC, EMSC	3.1.4.1. Revise the trauma designation criteria to include burn criteria, pediatric criteria, nursing education requirements and infrastructure needs. Maintain the trauma designation criteria to include American College of Surgeons (ACS) TC standards. 3.1.4.2. Conduct an analysis to determine the benefits of adding Level IV designation to the trauma care system, <u>based on public need.</u>
	3.1.5 Maintain and enhance the Regional EMS Council designation process.	OEMS	3.1.5.1. Evaluate pros/cons <u>the structure</u> of the designation process. 3.1.5.2. Incorporate input of applicants and evaluators into next round of designations. 3.1.5.3. Conduct re-designation of councils. on staggered basis in 2013 and 2014.
	3.1.6 Establish standardized methods and procedures for the inspection and licensing and/or permitting of all EMS agencies and vehicles, including equipment and supply requirements.	OEMS, Transportation Committee	3.1.6.1. Development of standard inspection checklist, to include all aspects of agency and EMS vehicle inspection.
	3.1.8 Through a consensus process, develop a recommendation for evidence-based patient care guidelines and formulary.	OEMS, State EMS Medical Director, MDC, Board of Pharmacy.	3.1.8.1. Resource document being developed to assist regional medical directors, agency medical director and agency personnel as patient care guidelines and protocols are produced.

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Strategic Initiative 3.2 - Focus recruitment and retention efforts			
	Objectives	Accountability	Action Steps
Core Strategy 3: Develop Infrastructure	3.2.1 Develop, implement, and promote a comprehensive recruitment and retention campaign for EMS personnel and physicians, supporting the needs of the EMS system.	OEMS, State EMS Medical Director, MDC, WDC, FARC, RC	3.2.1.1. Continue to support "VA EMS Jobs" website. 3.2.1.2. Develop and implement voluntary "Standards of Excellence" for EMS agencies. 3.2.1.3. Maintain Leadership & Management Track at the VA EMS Symposium, and recommend topics and presenters. 3.2.1.4. Continue to promote and support special RSAF applications related to recruitment and retention of EMS providers. 3.2.1.5 Review and promote the OMD Workshop Curriculum. 3.2.1.6 Promote and develop an ongoing relationship with EMS Fellowship Programs. <u>Promote EMS programs for military personnel transitioning to civilian life.</u>
	3.2.2 Support and expand the Virginia Recruitment and Retention Network.	OEMS, WDC	3.2.2.1. Continue to support information and education for distribution. 3.2.2.2. Seek new avenues for EMS recruitment outreach. 3.2.2.3. Recommend strategies to expand existing programs and distribute to EMS stakeholders.
	3.2.3 Develop, implement, and promote the EMS Officer standards program.	OEMS, WDC	3.2.3.1. Provide Virginia's EMS agencies with the highest quality of leadership. 3.2.3.2. Develop and/or review leadership criteria and qualifications for managing an EMS agency. 3.2.3.3. Develop model job descriptions for EMS Officers.

Strategic Initiative 3.3 – Upgrade technology and communication systems			
	Objectives	Accountability	Action Steps
Core Strategy 3	3.3.1 Assist with, and promote, the compliance of all emergency medical radio systems with state and federal regulations for narrow banding and interoperability.	OEMS, Communications Committee	3.3.1.1. Continue to ensure that all emergency medical radio systems meet FCC mandated narrow banding regulation. <u>Continue to ensure that all emergency medical radio systems meet federal regulations.</u> 3.3.1.2. Prior to 2015, ensure that all emergency medical radio systems meet state interoperability requirements.
	3.3.2 Promote emergency medical dispatch standards and accreditation among 911 Public Safety Answering Points (PSAPs) in Virginia.	OEMS, Communications Committee	3.3.2.1. Support concept of accredited PSAPs, operating with emergency medical dispatch (EMD) standards, and assist agencies in achieving accreditation, and/or adopting EMD as standard operating procedure.
	3.3.3 Provide technical assistance on wireless communication products available for use in the emergency medical community.	OEMS, Communications Committee	3.3.3.1. Continue to stay informed and up to date on new products and technologies, and serve as information conduit to communications entities.

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Strategic Initiative 3.4 – Stable support for EMS funding			
Core Strategy 3: Develop Infrastructure	Objectives	Accountability	Action Steps
	3.4.1 Standardize EMS grant review and grading process by graders at regional and state level.	OEMS, FARC	3.4.1.1. Revise RSAF grant review sheet developed by FARC and OEMS Staff, and continue to evaluate for efficacy. 3.4.1.2. Solicit concerns/comments of regional EMS councils/stakeholders regarding the grant process.
	3.4.2 Explore feasibility of creating EMS consortium for purchase of EMS equipment and supplies.	OEMS, FARC, Transportation Committee	3.4.2.2. Collaborate with DGS in developing resource guide, and distribute to potential grant applicants.
	3.4.3 Develop uniform pricing schedule for state funded items.	OEMS, FARC	3.4.3.1. Determine items that can be standardized. 3.4.3.2. Distribute schedule to potential grant applicants.
	3.4.4 Develop standard specifications for state grant funded equipment awarded to eligible non-profit EMS agencies.	OEMS, FARC, VDH Office of Purchasing and General Services	3.4.4.1. Develop and maintain list of eligible equipment and vehicles that agencies are eligible to purchase using state grant funds. 3.4.4.2. Utilize standard equipment and vehicle lists for future grant applications and cycles.
	3.4.5 Assist EMS agencies to identify grant programs and funding sources for EMS equipment, training, and supplies.	OEMS, FARC	3.4.5.1. Continue to promote RSAF program through Regional EMS Councils. 3.4.5.2. Identify grant opportunities that EMS agencies may be eligible for, distribute information to EMS system.
	3.4.6 Integrate state grant funding programs with other related grant funding programs.	OEMS, FARC	3.4.6.1. Continue to seek federal grant funds for items intended to improve the statewide EMS system.
	3.4.7 Develop guidance documents to assist EMS agencies account for the use of state grant funds and develop internal audit processes.	OEMS, FARC	3.4.7.1. Work with contracted audit firms and Office of Internal Audit to create reference documents to assist agencies to account for grant funds, and ensure sound auditing practices.

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Strategic Initiative 3.5 – Enhance regional and local EMS efficiencies			
	Objectives	Accountability	Action Steps
Core Strategy 3: Develop Infrastructure	3.5.1 Standardize performance and outcome based service contracts with designated Regional EMS Councils and other qualified entities.	OEMS, RC	3.5.1.1. Maintain annual service contracts with Regional EMS Councils. 3.5.1.2. Provide standard contracts, plan templates, and other reference documents to Regional EMS Councils in each fiscal year. 3.5.1.3. Provide input on contract deliverables to Regional EMS Councils on a quarterly basis.
	3.5.2 Improve regulation and oversight of air medical services (AMS) statewide.	OEMS, State Medevac Committee, Rules & Regulations Committee, MDC	3.5.2.1. Revise/implement state AMS regulations. More clearly define licensure requirements for AMS agencies. 3.5.2.2. Establish response areas for AMS agencies. 3.5.2.3. Develop criteria for ongoing AMS performance improvement program.
	3.5.3 Educate local government officials and communities about the value of a high quality EMS system to promote development in economically depressed communities and the importance of assuming a greater responsibility in the planning, development, implementation, and evaluation of its emergency medical services system.	OEMS, WDC OMHHE	3.5.3.1. Give presentations at Virginia Association of Counties (VACO) and Virginia Municipal League (VML) meetings, to educate local government officials about EMS. 3.5.3.2. Contribute EMS related articles and news items to monthly and quarterly publications of VACO and VML.

Strategic Initiative 4.1 – Assess compliance with EMS performance driven standards.			
	Objectives	Accountability	Action Steps
Core Strategy 4	4.1.1 Maintain statewide data-driven performance improvement process.	OEMS, MDC	4.1.1.1. Utilize epidemiology trained OEMS <u>VDH Epidemiology</u> staff to conduct risk adjusted data analysis of patients in cooperation with our stakeholders. 4.1.1.2. Develop an EMS performance improvement program.
	4.1.2 Maintain statewide pre-hospital and inter-hospital trauma triage plan.	OEMS, TSO & MC, State EMS Medical Director, MDC	4.1.2.1. Maintain statewide trauma triage plan to support regional plan development and maintenance by regional trauma committees. 4.1.2.2. Supply state level data to assist with monitoring individual regional performance compared to state and national benchmarks.
	4.1.3 Maintain statewide pre-hospital and inter-hospital stroke triage plan.	OEMS, State Stroke Task Force, MDC,	4.1.3.1. Actively participate in the Virginia Heart Attack Coalition and develop and maintain a Statewide Stroke Triage Plan. 4.1.3.2. If available, provide funds for the development of regional stroke triage plans to ensure implementation is performed based on local resources. <u>Maintain regional stroke triage plans.</u>

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Strategic Initiative 4.1 – Assess compliance with EMS performance driven standards. (Cont.)

Core Strategy 4: Assure Quality and Evaluation	Objectives	Accountability	Action Steps
	4.1.4 Review and evaluate data collection and submission efforts.	OEMS, MDC	4.1.4.1. Develop standard reports within VPHIB that will allow individual EMS agencies to view the quality of data being submitted. 4.1.4.2. Provide quality “dashboards” where education can improve data quality and update validity rules within the application when education alone cannot correct poor data. 4.1.4.3. Provide quarterly compliance reports to the OEMS, Division of Regulation and Compliance and Executive Management.
	4.1.5 Review functional adequacy and design features of EMS vehicles utilized in Virginia and recommend changes to improve EMS provider safety, unit efficiency and quality of patient care.	OEMS, Rules & Regulations Committee, Transportation Committee, <u>Health & Safety Committee</u>	4.1.5.1. Evaluation of national/international documents and information related to vehicle and provider safety, with potential incorporation into EMS regulation and inspection procedure.
	4.1.6 Measure EMS system compliance utilizing national EMS for Children (EMSC) performance measures.	OEMS, EMSC	4.1.6.1. Assist in <u>Continue to</u> assess the pediatric emergency care readiness of Virginia Emergency Departments.

Strategic Initiative 4.2 – Assess and enhance quality of education for EMS providers.

Core Strategy 4: Assure Quality and Evaluation	Objectives	Accountability	Action Steps
	4.2.1 Update the certification process to assure certification examinations continue to be valid, psychometrically sound, and legally defensible.	OEMS, TCC	4.2.1.1. Review and revision of psychomotor examination by TCC as needed. 4.2.1.2. Review statistical data and make recommendations for the EC recertification exam.
	4.2.2 Assure adequate and appropriate education of EMS students.	OEMS, TCC, AEMS	4.2.2.1. Review state statistics for certification rates and assist in determining avenues to improve outcomes and implement new processes. 4.2.2.2. Improve instructor compliance with student registration process.
	4.2.3 Explore substitution of practical examination with successful completion of a recognized competency based training program conducted by accredited training sites and using computer based technology for written examinations.	OEMS, TCC	4.2.3.1. Explore possibility of administering a program summative practical exam in lieu of state practical exam.

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Strategic Initiative 4.3 – Pursue new initiatives that support EMS			
Core Strategy 4: Assure Quality and Evaluation	Objectives	Accountability	Action Steps
	4.3.1 Engage the EMS system in unintentional injury, illness, and violence prevention efforts.	OEMS, Health & Safety Committee, VDH – Div. of Injury and Violence Prevention	4.3.1.1. Participate in intentional and unintentional injury and illness prevention initiatives, and facilitate involvement for EMS agencies and providers. <u>4.3.1.2 Review VPHIB statistics regarding Line of Duty Death (LODD) and Line of Duty Injury (LODI), and develop prevention materials.</u>
	4.3.2 Develop, implement, and promote programs that emphasize safety, wellness, and the physical health of fire and EMS personnel.	OEMS, Health & Safety Committee, State EMS Medical Director	4.3.2.1. Maintain OEMS staff support of quarterly meetings of the Health and Safety Committee of the state EMS Advisory Board. 4.3.2.2. Maintain Health and Safety track at the VA EMS Symposium, and recommend topics and presenters. 4.3.2.3. Maintain Governor's EMS Award category for contribution to the EMS system related to the health and safety of EMS providers.
	<u>4.3.3. Research and disseminate information on best practices as it relates to EMS response to active shooter and hostile environment incidents.</u>	<u>OEMS, Health & Safety Committee, State EMS Medical Director, VSP, DFP</u>	<u>4.3.3.1 – Develop and maintain website providing information on best practices related to response procedures, policies, team equipment, and other issues related to EMS involvement in active shooter/hostile environment response.</u> <u>4.3.3.2 – Work with partner agencies to encourage public safety relationships at the local level to enhance response to active shooter/hostile environment incidents.</u>
	<u>4.3.4. To develop a program dealing with mental health and awareness training of first responders, namely EMS providers (volunteer and career, fire and EMS) using such items as mental health first aid programs that encompass public safety and suicide prevention as background information.</u>	<u>OEMS, TCC, MDC, DBHDS, VDFP, VFCA, VAVRS, VAGEMSA, VPFF, NFFF, RC</u>	<u>4.3.4.1 – Coordinate and develop a program aimed at public safety officials that can be taught and also to train instructors so that the program can be taught across the Commonwealth.</u> <u>4.3.4.2 – Provide EMS agencies information that can be placed on stakeholder websites, use of information placards with contact information placed in agency facilities.</u> <u>4.3.4.3 – Make this training available at stakeholder conferences on an annual basis.</u> <u>4.3.4.4 – To ensure that those providing instruction at the agency and individual levels are trustworthy and are trusted by those that they are providing the instruction to.</u>

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Appendix B – Sample Planning Matrix

Strategic Initiative			
Objectives		Accountability	Action Steps
Core Strategy			

Appendix C

Glossary of Terms

SWOT Analysis: An assessment of the internal strengths and weaknesses of the organization and the organization's external opportunities and threats.

Core Strategy: A main thrust or action that will move the organization towards accomplishing your vision and mission.

Strategic Initiative: An action that will address areas needing improvement or set forth new initiatives under the core strategy. This is the planning part of strategy that when combined with the vision, the mission and core strategies complete the strategic effort.

Operational Plan: This is the plan that implements the strategic intent of the organization on an annual basis.

Objective: A specific, realistic and measurable statement under a strategic initiative.

Action Step: A specific action required to carry out an objective.

Template: A guide and/or format that assists the user in accomplishing a task efficiently in a uniform and consistent manner.

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Appendix C (Continued)

Glossary of Commonly Used Acronyms

AEMER	Alliance for Emergency Medical Education and Research
AEMS	Atlantic EMS Council (PA, WV, NJ, DE, MD, VA, DC, NC, SC)
AHA	American Heart Association
AMS	Air Medical Services
COOP	Continuity Of Operations Plan
DW	VDH Data Warehouse
EMSC	EMS For Children
FARC	Financial Assistance Review Committee (Subcommittee of state EMS Advisory Board)
FCC	Federal Communications Commission
HMERT	Health and Medical Emergency Response Team
LZ	Landing Zone
MCI	Mass Casualty Incident
MDC	Medical Direction Committee (Subcommittee of state EMS Advisory Board)
NASEMSO	National Association of State EMS Officials
OCP	Virginia Office of Commonwealth Preparedness
OEMS	Virginia Office of EMS
OMD	Operational Medical Director
OMHHE	Virginia Office of Minority Health and Health Equity
PDC	Professional Development Committee (Subcommittee of state EMS Advisory Board)
PSAP	Public Service Answering Point
RC	Virginia's Regional EMS Councils
RSAP	Rescue Squad Assistance Fund
TCC	Training and Certification Committee
TSO&MC	Trauma System Oversight and Management Committee (Subcommittee of state EMS Advisory Board)
VAGEMSA	Virginia Association of Governmental EMS Administrators
VAVRS	Virginia Association of Volunteer Rescue Squads
VDEM	Virginia Department of Emergency Management
VDFFP	Virginia Department of Fire Programs
VDH	Virginia Department of Health
VHAC	Virginia Heart Attack Coalition
VHHA	Virginia Hospital and Healthcare Association
VPHIB	Virginia Pre Hospital Information Bridge
VSP	Virginia State Police
VSTR	Virginia State Trauma Registry
WDC	Workforce Development Committee (Subcommittee of state EMS Advisory Board)

VIRGINIA OFFICE OF EMS STATE STRATEGIC AND OPERATIONAL PLAN

Appendix D

Resources

In developing this plan several resources were used in addition to meetings and interviews with OEMS staff and many system stakeholders.

- Code of Virginia: § 32.1-111.3. Statewide emergency medical care system. Requires a comprehensive, coordinated EMS system in the Commonwealth and identifies specific objectives that must be addressed.
- EMS Agenda for the Future: A document created by the National Highway Traffic and Safety Administration (NHTSA) that outlines a vision and objectives for the future of EMS. August 1996
- OEMS 5-Year Plan: July 1, 2013-June 30, 2016
- Service Area Strategic Plan State Office of Emergency Medical Services (601 402 04) which describes the statutory authority and expectations for OEMS and identifies the growing EMS needs of the citizens and visitors of Virginia.
- Service Area Strategic Plan Financial Assistance for Non Profit Emergency Medical Services Organizations and Localities (601 402 03) This service area includes Virginia Rescue Squads Assistance Fund grants program, Financial Assistance to Localities to support Non Profit Emergency Medical Service (EMS) agencies, and funding provided to support Virginia Association of Volunteer Rescue Squads (VAVRS).
- State Emergency Medical Services Systems: A Model: National Association of State EMS Officials – July 2008
- EMS at the Crossroads: Institute of Medicine - 2006
- Agency Planning Handbook: A Guide for Strategic Planning and Service Area Planning Linking to Performance-Based Budgeting: Department of Planning and Budget 2006-2008 Biennium, May 1, 2005
- Joint Legislative Action Review Commission (JLARC) Report – House Document 37, Review of Emergency Medical Services in Virginia. 2004.
- EMS Advisory Board Committee Planning Templates – Revised 2016
- Regional EMS Council Process Action Team (PAT) Retreat Report - November 2008.